



Legal Session Descriptions

It's Not Rocket Service: Managing, Meeting, and Exceeding Customer Expectations

Exceptional Customer Experience and Service should... not ... be ... hard. We all know what good customer service is and what bad customer service is, and yet we still tolerate and often engage in the bad service we hate. In this keynote, we focus on the human interaction between employees and customers, both internal and external, and why customers behave the way they do.

Presented By: Steve Cohn

Assessing and Transferring Risk

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Presented By: Susan Setterstrom, Assistant Director, Risk Management Services, Department of Administrative Services

Responsive and Responsible: What is the Difference and why is it important?

This presentation will discuss the concepts of responsiveness and responsibility, timing for the determinations, and when deviations may be accepted or rejected.

Presented By: Mary Chapman, Deputy Division Director, State Purchasing Division, Department of Administrative Services, Carrie Steele, Agency Sourcing Group Manager, State Purchasing Division, Department of Administrative Services, Susan Wells, Attorney, Department of Administrative Services

Professionalism: What's Love Got to Do With It

Attendees will gain an understanding of the Aspirational Statement on Professionalism specifically as its provisions relate to the role of Executive Branch attorneys within their respective agencies and in state government as a whole.

Presented By: Justice Harold Melton, Esq., Partner, Troutman Pepper

Procurement Primer

This session will review purchasing basics, including key resources to enhance your procurement knowledge. We'll discuss governing Georgia law, the Georgia Procurement Manual (official purchasing rules) and best practices. Key concepts will include the requirements for competitive bidding, sole source and other purchasing vehicles.

Presented By: Mary Chapman, Deputy Division Director, State Purchasing Division, Department of Administrative Services

Navigating the Protest Process

Attendees will learn how the DOAS protest process works, how to identify and address frequently encountered procurement issues that can lead to protests, and how to support their agencies during the protest process.

Presented By: McCall Ginsberg, Deputy General Counsel, Department of Administrative Services and Logan Winkles, General Counsel and Assistant Commissioner of Government Affairs, Department of Administrative Services

Public Procurement Integrity: Ethics & Integrity in Public Procurement

A deep dive into procurement integrity and ethical considerations pertaining to public procurement, focusing on integrity risks throughout the various stages of a procurement, and identifying specific actions to mitigate those risks.

State procurement attorneys and the operations they support deal with many unique ethical questions. Procurement integrity impacts every portion of the procurement process and remains an issue that requires proactive counsel and an informed understanding of procurement practices and ethical issues.

Learning Objectives:

- Understand why to care about ethics and procurement integrity.
- Identify common ethics/procurement integrity issues.
- Identify practical solutions to mitigate integrity risks to promote high integrity procurement processes.

Presented By: Greg Tolbert, Legal Services Manager, Washington State Department of Enterprise Services.

Antitrust Enforcement in the Procurement Space

The U.S. Department of Justice—through its Procurement Collusion Strike Force, its DOJ Antitrust Division, and its US Attorney's Offices—has been focused on criminal enforcement in the procurement space. In an era of increased local and state government spending, whether as part of pandemic recovery or infrastructure plans, awareness of where and how conspiracies that target taxpayer spending is important. At a session with two experienced federal prosecutors, you will hear how collusive practices target and impact state and local governments, learn about antitrust law and related criminal statutes, find out what the federal prosecutors are looking for, and steps you can take to prevent criminal conspiracies from flourishing.

Presented By: Daniel Glad, Director, Procurement Collusion Strike Force, U.S. Department of Justice, Antitrust Division & Heather Call, Trial Attorney, Washington Criminal II Section, U.S. Department of Justice, Antitrust Division

Every Contract is Litigation Waiting to Happen

This presentation will focus on essential insights into contract litigation, including tips on how to draft contracts to minimize the likelihood of future disputes and how to put the state in the best position possible when conflicts are unavoidable. Lessons learned from past breach of contract litigation will be discussed.

Presented By: Julie Adams Jacobs, Deputy of Commercial Transactions and Litigation Division, Georgia Attorney General's Office

Technology Contracting 101

Technology Contracting 101: Technology contracts are becoming more prevalent, but they have their own unique concerns and considerations. This session will focus on the types of technology contracts, issues that must be considered such as data privacy, cybersecurity, breaches, data destruction, etc., and helpful language and resources for your contracts.

Presented By: Brooke Heinz Chaplain, Assistant Attorney General, Commercial Transactions and Litigation

Survey Says

In this presentation, we will address topics that our attendees requested:

- Protests...Lessons learned
- Planning for Georgia Open Records Act requests when conducting a competitive solicitation
- E-verify: What does O.C.G.A. § 13-10-91 require for procurements and contracting?
- Engagement with Suppliers: What are the rules, policies, and best practices?
- Contracting utilizing procurements conducted by Purchasing Cooperatives: What are the mechanics and finer points that I need to ensure are covered?
- Legal's Role in Purchasing: Partnering with your procurement team.

Presented By: McCall Ginsberg, Deputy General Counsel, DOAS, Logan Winkles, General Counsel and Assistant Commissioner of Government Affairs, DOAS & Mary Chapman, Deputy Division Director, State Purchasing Division, Department of Administrative Services